

GUIDE TO COMPLETING A RISK-ASSESSMENT MANAGEMENT PLAN (RAMP)



NOVEMBER 2011

Table of Contents

INTRODUCTION..... 3

DEFINITIONS..... 4

RISK-ASSESSMENT MANAGEMENT PLAN (RAMP) 6

PREMISES INFORMATION..... 8

PREMISES SAFETY..... 9

RESPONSIBLE SERVICE OF LIQUOR..... 12

SECURITY AND SURVEILLANCE 14

COMMUNITY IMPACT 16

OTHER PROCEDURES, PRACTICES AND ARRANGEMENTS 18

ENFORCEMENT ACTION..... 20

INTRODUCTION

The *Liquor Act 2010* (the Act) replaces the *Liquor Act 1975*. The Act is in response to growing community concerns about the antisocial and violent behaviour associated with abuse of alcohol, and recognition that wholesale reform of liquor laws was required. The object of the Act is to regulate the sale, supply, promotion and consumption of liquor in a way that minimises harm associated with the consumption of liquor, and in a way that takes into consideration the safety of the community.

The Act introduces a number of new concepts which will affect how liquor is regulated in the Territory. The Act introduces new harm minimisation and community safety principles. The Act provides new regulatory powers for the Commissioner for Fair Trading (the Commissioner) and new powers for the Police. The Act introduces a new liquor licensing framework and strengthens the integrity of the liquor licences, including the introduction of new offences.

The Act is designed to balance the needs of the community and the liquor industry by requiring licensees and permit-holders to better manage the risks associated with the sale and consumption of liquor within the framework of the expectations and aspirations of our community. For licensed premises where liquor is consumed on the premises (general, on, club or special licence) or at commercially permitted premises, the licensee's and permit-holder's risk-management methodology must be detailed in an approved Risk-Assessment Management Plan (RAMP) in accordance with the Act and *Liquor Regulation 2010* (the Regulation).

An approved RAMP identifies the risks for a particular premises and outlines the procedures, practices and arrangements the licensee or permit-holder will utilise to manage the risks in accordance with the harm minimisation and community safety principles. This guide is designed to assist liquor licensees and commercial permit-holders in developing a RAMP for their premises.

There are three risk categories into which premises may fit (low, medium or high) which are determined by the trading hours of the business. The degree of detail required in a premises' RAMP will be influenced by the risk category of the premises. This Guide outlines the expected coverage and minimum standard for each risk category on the prescribed information. Examples for each risk category have been provided; however it is the licensee or permit-holder's responsibility to ensure that the RAMP adequately covers the management procedures for the identified risks of the premises and is tailored to their circumstances.

For further information regarding the supply of liquor in the ACT in accordance with the *Liquor Act 2010* go to the Office of Regulatory Services website at www.ors.act.gov.au.

DEFINITIONS

Bar Licence - is a subclass of an on licence, where the predominant activity is the serving of liquor for consumption at the premises.

Club Licence - is a licence that authorises the club to sell liquor, in stated parts of a single licensed premises during the licensed times, in open containers for consumption at the premises or in sealed containers for consumption off the premises to adults that are members or invited guests.

Commercial Permit - is a permit that authorises the permit-holder to sell liquor, at a single permitted premises during the permitted times, of a retail value not exceeding the value stated in the permit and at the event stated in the permit.

General Licence - is a licence that authorises the licensee to sell liquor, at a single licensed premises during the licensed times, in open containers for consumption at the premises or in sealed containers for consumption off the premises.

Liquor - is a substance that is capable of being ingested and contains more than 1.15% by volume of ethanol.

Liquor Accord - is a voluntary agreement between a licensee, permit-holder, community entity or government entity with the aim of minimising harm and promoting community safety in the area near the licensed or permitted premises.

New Licence - is the licence issued by the Commissioner for Fair Trading under the *Liquor Act 2010*.

New Permit - is a permit issued by the Commissioner for Fair Trading under the *Liquor Act 2010*.

Nightclub Licence - is a subclass of an on licence, where the predominant activity is dancing and entertainment.

Non-commercial Permit - is a permit that authorises the permit-holder to sell liquor, at a single permitted premises during the permitted times, in open containers for consumption at the premises or in sealed containers for consumption off the premises, of a retail value not exceeding the value stated in the permit.

Off Licence - is a licence that authorises the licensee to sell liquor, at a single licensed premises during the licensed times, in sealed containers for consumption off the premises.

Old Licence - is a licence issued by the Commissioner for Fair Trading under the *Liquor Act 1975*.

GUIDE TO COMPLETING A RAMP

Old Permit - is a permit issued by the Commissioner for Fair Trading under the *Liquor Act 1975*.

On Licence - is a licence that authorises the licensee to sell liquor, at a single licensed premises during the licensed times, in open containers for consumption at the premises.

Prescribed Information - is information that is required to be provided to the Commissioner for Fair Trading under the *Liquor Act 2010* or the *Liquor Regulation 2010*.

Restaurant and Café Licence - is a subclass of an on licence, where the predominant activity is the serving of meals for consumption on the premises.

Special Licence - is a licence that authorises the licensee to sell liquor at a single licensed premises during the licensed times.

RISK-ASSESSMENT MANAGEMENT PLAN (RAMP)

A Risk-Assessment Management Plan (RAMP) for a premises is the document by which a licensee or permit-holder identifies the procedures, arrangements and practices for conducting the business of selling liquor at the premises; it is a commitment by the licensee or permit-holder to utilise the specified processes when conducting their business or managing identified risks for the premises. Once approved, the licensee or permit-holder has an obligation to ensure that they, and their employees, are aware of its contents and comply with the requirements of the RAMP.

There are two circumstances in which general, on, club or special licensees or a commercial permit-holder must provide a RAMP for the premises to the Commissioner for Fair Trading (the Commissioner) for approval.

The most common is when applying for a new general, on, club or special licence or a commercial permit (application forms are available from the Office of Regulatory Services (ORS) website at www.ors.act.gov.au). The other time a RAMP must be provided is when a licensee applies for amendment to the floor plan of the licensed premises. The RAMP must be provided at the time of submitting the form to the ORS for consideration with the application. The RAMP can also be considered in determining whether the premises are suitable premises. A RAMP is not required to be supplied with a renewal of a licence - provided there have been no substantial changes to the premises and the policies, practices and procedures of the approved RAMP are still appropriate.

The RAMP will inform the Commissioner about how risks associated with the supply of liquor at that premises will be mitigated by the licensee or permit-holder. The Act and Regulation detail *prescribed information* that must be addressed in a premises' RAMP; which have been broadly categorised in this guide into:

- Premises information;
- Premises safety;
- Responsible service of liquor;
- Security;
- Community impact; and
- Other procedures, practices and arrangements

This Guide also provides direction on information that is additional to the prescribed information listed in the Regulation. It is recommended that these be addressed for the specified types of premises. While not prescribed, the coverage of these issues in the RAMP will greatly improve its quality and hence the likelihood of approval, and, quite likely, the efficient operations of the business.

A licensee or permit-holder may apply to the Commissioner to amend an approved RAMP if the procedures, practices or arrangements are no longer appropriate. It is important that amendments are submitted as soon as possible as the penalty for failing to comply with an approved RAMP is 20 penalty units or 10 penalty units if an employee fails to comply. An

GUIDE TO COMPLETING A RAMP

example when a RAMP would require amendment is when trading times are changed or when amending an on licence to another sub-class; e.g. from a restaurant and café licence to a nightclub licence.

The risks at a premises are strongly influenced by the type of business operated and its trading hours. Accordingly, the information provided in a RAMP must be in line with the relevant risks. High-risk premises will be expected to provide significantly more detail in the RAMP, compared to low-risk premises, for approval to be given.

Premises subject to the following restrictions fall into the respective risk categories:

Low	Medium	High
<ul style="list-style-type: none"> • Off licences that trade during standard licensed times (7am to 11pm) • General, on, club and special licences that trade at any time until 1am, with an occupancy loading less than 150 people • Permitted premises that trade during standard permitted times (7am to midnight) • Licensed premises with an occupancy loading less than 80. 	<ul style="list-style-type: none"> • General, on, club and special licences that trade during standard licensed times (until midnight), with an occupancy loading between 150 and 350. • General, on, club and special licences that trade at any time until 3am, with an occupancy loading less than 150 people • Permitted premises that trade during late night permitted times (7am to 2am the following day) 	<ul style="list-style-type: none"> • General, on, club and special licences that trade at any time until 3am, with an occupancy loading more than 150 • General, on, club and special licences that trade until 4am or 5am, regardless of occupancy loading. • Permitted premises that trade during extended late night permitted times (7am to 4am the following day) • General, on, club and special licences that have an occupancy loading of more than 350

The following sections outline the expectations regarding the required information to be included in a RAMP and the level of detail for each risk category.

GUIDE TO COMPLETING A RAMP

PREMISES INFORMATION

The premises information is relatively straight forward, with most premises required to provide a similar level of detail for the prescribed information that is specifically about the premises.

Required Information	Low-risk Premises	Medium-risk Premises	High-risk Premises
Kind of business to be operated	<ul style="list-style-type: none"> • E.g. Restaurant or café. • Include the occupancy loading and seating capacity at the restaurant or café. 	<ul style="list-style-type: none"> • E.g. Tavern, pub, hotel, adult entertainment venue, nightclub. • Include the occupancy loading if known. 	<ul style="list-style-type: none"> • E.g. Tavern, pub, hotel, adult entertainment venue, nightclub, casino. • Include the occupancy loading if known.
Opening and Trading hours	<ul style="list-style-type: none"> • Complete opening and trading hours timesheet on pro forma. 	<ul style="list-style-type: none"> • Complete opening and trading hours timesheet on pro forma. 	<ul style="list-style-type: none"> • Complete opening and trading hours timesheet on pro forma.
Number and location of Designated Outdoor Smoking Areas (DOSAs), and how these will be managed (if applicable)	<ul style="list-style-type: none"> • Identify the number and location/s of any DOSAs. • Describe how the relevant legislation will be complied with. 	<ul style="list-style-type: none"> • Identify the number and location/s of any DOSAs. • Describe how the relevant legislation will be complies with. 	<ul style="list-style-type: none"> • Identify the number and location/s of any DOSAs. • Describe how the relevant legislation will be complies with

GUIDE TO COMPLETING A RAMP

PREMISES SAFETY

The emergency and evacuation procedures will vary substantially from premises to premises.

Required Information	Low-risk Premises	Medium-risk Premises	High-risk Premises
Management of entry to premises	<ul style="list-style-type: none"> • Identify the number of exits • Procedures to cover may include: queuing, counting, location of entryway, and if door attendants/crowd controllers are employed. • Procedures for ensuring that access to the exits is not impeded. 	<ul style="list-style-type: none"> • Identify the number of exits. How entry/exit will be managed safely. • Procedures to be covered include: queuing, counting, location of entryway, times that door attendants/crowd controllers will be present, and identification checking procedures. • Procedures for ensuring that access to the exits is not impeded. 	<ul style="list-style-type: none"> • Identify the number of exits. How entry/exit will be managed safely. • Procedures to be covered include: queuing, counting, location of entryway, times that door attendants/crowd controllers will be present, and identification checking procedures. • Procedures for ensuring that access to the exits is not impeded.
Procedures for ensuring compliance with occupancy loading	<ul style="list-style-type: none"> • Describe how the number of patrons is counted and managed to stay within the occupancy loading. 	<ul style="list-style-type: none"> • Describe how the number of patrons is counted and managed to stay within the occupancy loading. • Describe any preventative measures to monitor the occupancy loading and patron flow to anticipate issues of overcrowding. 	<ul style="list-style-type: none"> • Describe how the number of patrons is counted and managed to stay within the occupancy loading. • Describe any preventative measures to monitor the occupancy loading and patron flow to anticipate issues of overcrowding.

GUIDE TO COMPLETING A RAMP

Evacuating people in public areas	<ul style="list-style-type: none"> • Is there a documented evacuation plan? If so, provide a copy. • Is there supporting documentation for any training undertaken by staff? If so, provide a copy. • Training does not have to be undertaken with a registered training organisation 	<ul style="list-style-type: none"> • Provide a copy of your evacuation plan. • Provide a copy of any supporting documentation for any training undertaken by staff. • Training does not have to be undertaken with a registered training organisation. 	<ul style="list-style-type: none"> • Provide a copy of your evacuation plan. • Provide a copy of any supporting documentation for training undertaken by staff. • Training does not have to be undertaken with a registered training organisation.
Which staff members are trained in the above procedures?	<ul style="list-style-type: none"> • List staff name or position and their role in the procedures. • Identify what training has been given in these procedures and provide evidence of this occurring. • Identify the procedures in place to train and induct new employees on the evacuation procedures. 	<ul style="list-style-type: none"> • List staff name or position and their role in the procedures. • Identify what training has been given in these procedures and provide evidence of this occurring. • Identify the procedures in place to train and induct new employees on the evacuation procedures. 	<ul style="list-style-type: none"> • List staff name or position and their role in the procedures. • Identify what training has been given in these procedures and provide evidence of this occurring. • Identify the procedures in place to train and induct new employees on the evacuation procedures.
Lighting	<ul style="list-style-type: none"> • How interior will be lit during business hours. • How the exterior will be lit. <p><i>NB</i> - Lighting must be in accordance with <i>AS/NZS 1680.0:2009</i></p>	<ul style="list-style-type: none"> • How interior will be lit during business hours. • How the exterior will be lit, noting any blind spots and how they will be lit. <p><i>NB</i> - Lighting must be in accordance with <i>AS/NZS 1680.0:2009</i></p>	<ul style="list-style-type: none"> • How interior will be lit during business hours. • How the exterior will be lit, noting any blind spots and how they will be lit. <p><i>NB</i> - Lighting must be in accordance with <i>AS/NZS 1680.0:2009</i></p>
Safety measures	<ul style="list-style-type: none"> • Detail general safety measures such as: Emergency Lighting, hand rails on stairs, non-slip floors, clean-up/spills procedures etc 	<ul style="list-style-type: none"> • Detail general safety measures such as: Emergency Lighting, hand rails on stairs, non-slip floors, clean-up/spills procedures etc 	<ul style="list-style-type: none"> • Detail general safety measures such as: Emergency Lighting, hand rails on stairs, non-slip floors, clean-up/spills procedures etc

GUIDE TO COMPLETING A RAMP

Fire Safety	<ul style="list-style-type: none">• Detail fire safety measures including: frequency of fire extinguisher and fire alarm maintenance, procedures for dealing with fires etc.• Location of fire extinguishers and/or fire hose in premises	<ul style="list-style-type: none">• Detail fire safety measures including: frequency of fire extinguisher and fire alarm maintenance, procedures for dealing with fires etc.• Location of fire extinguishers and/or fire hose in premises	<ul style="list-style-type: none">• Detail fire safety measures including: frequency of fire extinguisher and fire alarm maintenance, procedures for dealing with fires etc.• Location of fire extinguishers and/or fire hose in premises
-------------	--	--	--

GUIDE TO COMPLETING A RAMP

RESPONSIBLE SERVICE OF LIQUOR

Required Information	Low-risk Premises	Medium-risk Premises	High-risk Premises
The kinds of liquor to be sold	<ul style="list-style-type: none"> • E.g. Draught Beer, Bottled Beer, Cider, RTD Wine Products, Cask Wine, Spirits, Cocktails, Bottled Wine and pre-mixed spirits. 	<ul style="list-style-type: none"> • E.g. Draught Beer, Bottled Beer, Cider, RTD Wine Products, Cask Wine, Spirits, Cocktails, Bottled Wine and pre-mixed spirits. 	<ul style="list-style-type: none"> • E.g. Draught Beer, Bottled Beer, Cider, RTD Wine Products, Cask Wine, Spirits, Cocktails, Bottled Wine and pre-mixed spirits.
How the licensee/permit-holder will ensure the responsible service of liquor	<ul style="list-style-type: none"> • Limiting happy hours and discounting of drinks. • Maintaining a range of food available for patrons. • House policies on drink limits. 	<ul style="list-style-type: none"> • Limiting happy hours and discounting of drinks. • Maintaining a range of food available for patrons. • House policies on drink limits. • Cease using glass after a certain hour etc. 	<ul style="list-style-type: none"> • Limiting happy hours and discounting of drinks. • Maintaining a range of food available for patrons. • House policies on drink limits. • Cease using glass after a certain hour etc.
How the licensee/permit-holder will ensure staff provide for the responsible service of liquor	<ul style="list-style-type: none"> • Procedures for routinely checking staff RSA training, and training staff who lack the skills and confidence to supply liquor following RSA principles. • Ensuring staff are aware of the intoxication guidelines, staff suggesting a patron takes water as well as liquor, checking ID in cases of uncertainty. 	<ul style="list-style-type: none"> • Procedures for routinely checking staff RSA training, and training staff who lack the skills and confidence to supply liquor following RSA principles. • Ensuring staff are aware of the intoxication guidelines, staff suggesting a patron takes water as well as liquor, checking ID in cases of uncertainty. 	<ul style="list-style-type: none"> • Procedures for routinely checking staff RSA training, and training staff who lack the skills and confidence to supply liquor following RSA principles. • Ensuring staff are aware of the intoxication guidelines, staff suggesting a patron takes water as well as liquor, checking ID in cases of uncertainty.
Completion of ACT-approved RSA course	<ul style="list-style-type: none"> • Procedures for ensuring that the licensee/permit-holder, all staff serving liquor and crowd controllers have appropriate RSA qualifications. 	<ul style="list-style-type: none"> • Procedures for ensuring that the licensee/permit-holder, all staff serving liquor and crowd controllers have appropriate RSA qualifications. 	<ul style="list-style-type: none"> • Procedures for ensuring that the licensee/permit-holder, all staff serving liquor and crowd controllers have appropriate RSA qualifications.

GUIDE TO COMPLETING A RAMP

<p>Management process for children and young people (minors, under 18 years) in adults-only areas (if applicable)</p>	<ul style="list-style-type: none"> • If the premises includes an adults-only area, how will unsupervised children and young people be approached and requested to produce ID? • Procedures for removal of children and young people if they are identified in premises. • Procedures for ensuring children and young people working in an adults-only area do not work behind the bar. 	<ul style="list-style-type: none"> • If the premises includes an adults-only area, how will unsupervised children and young people be approached and requested to produce ID? • Procedures for removal of children and young people if they are identified in premises. • Procedures for ensuring children and young people working in an adults-only area do not work behind the bar. 	<ul style="list-style-type: none"> • If the premises includes an adults-only area, how will unsupervised children and young people be approached and requested to produce ID? • Procedures for removal of children and young people if they are identified in premises. • Procedures for ensuring children and young people working in an adults-only area do not work behind the bar.
<p>Types of food service available</p>	<ul style="list-style-type: none"> • What type of food will be available on the premises. Eg: light meals such as sausage rolls pies, hot foods such as hamburger and chips, or restaurant meals such as steak or chicken and salad. • Whether this service will be provided in-house or from an external caterer. 	<ul style="list-style-type: none"> • What type of food will be available on the premises. Eg: light meals such as sausage rolls pies, hot foods such as hamburger and chips, or restaurant meals such as steak or chicken and salad. • Outside of normal meal hours, how will food be made available? • Whether this service will be provided in-house or from an external caterer. 	<ul style="list-style-type: none"> • What type of food will be available on the premises. Eg: light meals such as sausage rolls pies, hot foods such as hamburger and chips, or restaurant meals such as steak or chicken and salad. • Outside of normal meal hours, how will food be made available? • Whether this service will be provided in-house or from an external caterer.

GUIDE TO COMPLETING A RAMP

SECURITY AND SURVEILLANCE

Required Information	Low-risk Premises	Medium-risk Premises	High-risk Premises
Electronic surveillance equipment at the premises	<ul style="list-style-type: none"> • Does the Premises include CCTV? If so, is it in view of staff? • What areas does it cover? • When will it operate? • How many cameras? • How long will the recording be maintained for? • Who has access to the recording system? • How the records will be stored and made available to the Commissioner. 	<ul style="list-style-type: none"> • Does the Premises include CCTV? If so, is it in view of staff? • What areas does it cover? • When will it operate? • How many cameras? • How long will the recording be maintained for? • Who has access to the recording system? • How the records will be stored and made available to the Commissioner. 	<ul style="list-style-type: none"> • Does the Premises include CCTV? If so, is it in view of staff? • What areas does it cover? • When will it operate? • How many cameras? • How long will the recording be maintained for? • Who has access to the recording system? • How the records will be stored and made available to the Commissioner.
Number of crowd controllers and their responsibilities	<ul style="list-style-type: none"> • Are crowd controllers hired for the premises if so, how many and what do they do? • When will they work at the premises? • Will crowd controllers manage queuing patrons to prevent entry of intoxicated persons to the premises and to ensure safety of patrons queuing? • How will licensee/permit-holder ensure crowd controllers are RSA trained? 	<ul style="list-style-type: none"> • Are crowd controllers hired for the premises, if so, how many and what do they do? • When will they work at the premises? • Will crowd controllers manage queuing patrons to prevent entry of intoxicated persons to the premises and to ensure safety of patrons queuing? • How will licensee/permit-holder ensure crowd controllers are RSA trained? 	<ul style="list-style-type: none"> • Are crowd controllers hired for the premises, if so, how many and what do they do? • When will they work at the premises? • Will crowd controllers manage queuing patrons to prevent entry of intoxicated persons to the premises and to ensure safety of patrons queuing? • How will licensee/permit-holder ensure crowd controllers are RSA trained?

GUIDE TO COMPLETING A RAMP

<p>Identification and management of intoxicated patrons (see <i>Intoxication Guidelines</i>)</p>	<ul style="list-style-type: none"> • Details on how intoxicated people will be identified and managed e.g. people whose speech and balance are affected by liquor will be not served more liquor. 	<ul style="list-style-type: none"> • Details on how intoxicated people will be identified and managed e.g. people whose speech and balance are affected by liquor will be not served more liquor. 	<ul style="list-style-type: none"> • Details on how intoxicated people will be identified and managed e.g. people whose speech and balance are affected by liquor will be not served more liquor.
<p>Procedures for dealing with disorderly patrons</p>	<ul style="list-style-type: none"> • Procedures for dealing with disorderly people, eg asked to leave and police called, incident recorded in incident register. • Procedures for ensuring that the incident register will be kept? 	<ul style="list-style-type: none"> • Procedures for dealing with disorderly people, eg asked to leave and police called, incident recorded in incident register. • Procedures for ensuring that the incident register will be kept? 	<ul style="list-style-type: none"> • Procedures for dealing with disorderly people, eg asked to leave and police called, incident recorded in incident register. • Procedures for ensuring that the incident register will be kept?

GUIDE TO COMPLETING A RAMP

COMMUNITY IMPACT

Required Information	Low-risk Premises	Medium-risk Premises	High-risk Premises
Transport	<ul style="list-style-type: none"> • Identify transport close to the premises. • If no transport is close to the premises, how the licensee/permit-holder will assist the patron find transport. 	<ul style="list-style-type: none"> • Identify transport close to the premises. • If no transport is close to the premises, how the licensee/permit-holder will assist the patron find transport. 	<ul style="list-style-type: none"> • Identify transport close to the premises. • If no transport is close to the premises, how the licensee/permit-holder will assist the patron find transport.
Noise monitoring and mitigations for outdoor patrons	<ul style="list-style-type: none"> • Identify how noise will be monitored and what noise mitigation measures will be put in place, e.g. discouraging groups of patrons gathering outside past a particular hour. • How the licensee/permit-holder will address patron behaviour when leaving the premises at closing time. 	<ul style="list-style-type: none"> • Identify how noise will be monitored and what noise mitigation measures will be put in place, e.g. discouraging groups of patrons gathering outside past a particular hour. • How the licensee/permit-holder will address patron behaviour when leaving the premises at closing time. 	<ul style="list-style-type: none"> • Identify how noise will be monitored and what noise mitigation measures will be put in place, e.g. discouraging groups of patrons gathering outside past a particular hour. • How the licensee/permit-holder will address patron behaviour when leaving the premises at closing time.
Noise monitoring and mitigation for indoor entertainment	<ul style="list-style-type: none"> • Identify how noise will be monitored and what noise mitigation measures will be put in place, e.g. sound proofing, heavy drapes, procedures for dealing with complaints as and when they come in. 	<ul style="list-style-type: none"> • Identify how noise will be monitored and what noise mitigation measures will be put in place, e.g. sound proofing, heavy drapes, procedures for dealing with complaints as and when they come in. 	<ul style="list-style-type: none"> • Identify how noise will be monitored and what noise mitigation measures will be put in place, e.g. sound proofing, heavy drapes, procedures for dealing with complaints as and when they come in.

GUIDE TO COMPLETING A RAMP

<p>Impact on surrounding facilities and premises</p>	<ul style="list-style-type: none"> • Identify impacts the venue will have on the surrounding area and how this will be mitigated eg broken glass will be cleaned, patrons prevented from leaving with liquor. • How the licensee/permit-holder will mitigate the impact of trash removal, moving empty kegs, empty bottles into bins etc. 	<ul style="list-style-type: none"> • Identify impacts the venue will have on the surrounding area and how this will be mitigated eg broken glass will be cleaned, patrons prevented from leaving with liquor. • How the licensee/permit-holder will mitigate the impact of trash removal, moving empty kegs, empty bottles into bins etc. • Identify any schools, hospitals, places of worship or high-density residential areas nearby any how any particular impacts of the premises will be mitigated. 	<ul style="list-style-type: none"> • Identify impacts the venue will have on the surrounding area and how this will be mitigated eg broken glass will be cleaned, patrons prevented from leaving with liquor. • How the licensee/permit-holder will mitigate the impact of trash removal, moving empty kegs, empty bottles into bins etc. • Identify any schools, hospitals, places of worship or high-density residential areas nearby any how any particular impacts of the premises will be mitigated.
<p>Liquor Accords</p>	<ul style="list-style-type: none"> • Details of any accords (voluntary agreements between licensees; permit-holders; community entities; government entities that aim to minimise harm and promote community safety in the area near the premises) the licensee/permit-holder is a party to. 	<ul style="list-style-type: none"> • Details of any accords (voluntary agreements between licensees; permit-holders; community entities; government entities that aim to minimise harm and promote community safety in the area near the premises) the licensee/permit-holder is a party to. 	<ul style="list-style-type: none"> • Details of any accords (voluntary agreements between licensees; permit-holders; community entities; government entities that aim to minimise harm and promote community safety in the area near the premises) the licensee/permit-holder is a party to.

OTHER PROCEDURES, PRACTICES AND ARRANGEMENTS

	Low-risk Premises	Medium-risk Premises	High-risk Premises
Entertainment	<ul style="list-style-type: none"> • What type of entertainment music will be provided, e.g. live, electronic, adult? • Will the entertainment be amplified? • During what times will it occur and how will the licensee/permit-holder minimise impacts on surrounding areas? • How will licensee/permit-holder manage noise complaints? • Describe any workplace policies in relation to liquor for premises where adult entertainment is provided. 	<ul style="list-style-type: none"> • What type of entertainment music will be provided, e.g. live, electronic, adult? • Will the entertainment be amplified? • During what times will it occur and how will the licensee/permit-holder minimise impacts on surrounding areas? • How will licensee/permit-holder manage noise complaints? • Describe any workplace policies in relation to liquor for premises where adult entertainment is provided. 	<ul style="list-style-type: none"> • What type of entertainment music will be provided, e.g. live, electronic, adult? • Will the entertainment be amplified? • During what times will it occur and how will the licensee/permit-holder minimise impacts on surrounding areas? • How will licensee/permit-holder manage noise complaints? • Describe any workplace policies in relation to liquor for premises where adult entertainment is provided.
Outdoor licensed/permitted areas	<ul style="list-style-type: none"> • If there are to be 1 or more outdoor areas that will be licensed/permitted; how many and where will they be? • Is there a current permit under the <i>Roads and Public Places Act 1937</i> in place? • Is the permit on the premises for inspection? How the licensee/permit-holder will ensure the permitted area is not used outside the hours permitted. 	<ul style="list-style-type: none"> • If there are to be 1 or more outdoor areas that will be licensed/permitted; how many and where will they be? • Is there a current permit under the <i>Roads and Public Places Act 1937</i> in place? • Is the permit on the premises for inspection? How the licensee/permit-holder will ensure the permitted area is not used outside the hours permitted. 	<ul style="list-style-type: none"> • If there are to be 1 or more outdoor areas that will be licensed/permitted; how many and where will they be? • Is there a current permit under the <i>Roads and Public Places Act 1937</i> in place? • Is the permit on the premises for inspection? How the licensee/permit-holder will ensure the permitted area is not used outside the hours permitted.

GUIDE TO COMPLETING A RAMP

		<ul style="list-style-type: none">• How will noise be managed?• How will occupancy loadings be maintained?	<ul style="list-style-type: none">• How will noise be managed?• How will occupancy loadings be maintained?
--	--	---	---

ENFORCEMENT ACTION

ORS and the Police undertake a range of compliance activities to regulate the sale and consumption of liquor. The ORS compliance strategies include:

- education;
- monitoring and inspections;
- self-regulation;
- information sharing; and
- enforcement.

INSPECTIONS

The ORS conducts both proactive and responsive inspections. The responsive inspections are a consequence of complaints and the proactive inspections are generally unannounced to follow-up on cancelled/suspended licences or permits and check for compliance with the obligations in the Act.

Under the *Fair Trading (Australian Consumer Law) Act 1992* the Commissioner and Investigators (including Police) have the power to enter premises at any time with the occupier's consent, or at any reasonable time enter premises when open to the public, or enter the premises during business hours, or enter premises with a warrant. Once they have entered the premises investigators have a range of powers including the power to examine and copy documents, and take photographs and samples. Investigators can also require a person to give information or produce documents - this can include an approved RAMP.

The Act provides for a range of penalties resulting from non-compliance with the Act or Regulation. In particular the Act provides for criminal offences, infringement notices and for disciplinary action to be taken against a licensee or permit-holder.

The penalty for a licensee or commercial permit-holder failing to comply with an approved RAMP is 20 penalty units. The penalty for a licensee or commercial permit-holder if an employee fails to comply with an approved RAMP is 10 penalty units.